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JUN 15 2004

**OFFICIAL**

DATE: 6/15/2004

Number of Pages to Follow (including cover sheet) 29

SEND TO: United States Patent Office

Examiner: Marie C. Ubiles  
 Group Art Unit: 2642  
 Tel No: 703-305-0684  
 Fax #: 703-872-9306

FROM: Amy J. Pattillo

Tel No: 512-402-9820

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Docket No. AUS92001825US1 Serial No. 10/015,266 Atty: AJP

Applicant: BROWN ET AL

<input checked="" type="checkbox"/> Transmittal Letter (2 copies)	<input checked="" type="checkbox"/> Certificate of Facsimile
<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Notice of Appeal
<input type="checkbox"/> Amendment AF	<input type="checkbox"/> Appeal Brief (3 copies)
<input type="checkbox"/> Ext. of Time	<input type="checkbox"/> Reply Brief
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<input type="checkbox"/> Other _____	_____
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Deposit Acct. No. 09-0447

Fees: Amendment X Notice of Appeal \_\_\_\_\_ Appeal Brief \_\_\_\_\_ Other \_\_\_\_\_

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

DOCKET NUMBER:AUS920010825US1

In re application of: Michael Wayne Brown, et al.

Serial No.: 10/015,266

Filed: 12/12/2001

## For: HOLD QUEUE WAIT ESTIMATES

Mail Stop Box Non-Fee Amendments (PATS)  
 COMMISSIONER FOR PATENTS  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

Sir:

Transmitted herewith is a Reply and Amendment under 37 CFR § 1.111 in the above-identified Application.

No additional fee is required.

The fee has been calculated as shown below:

	Claims Remaining After Amendment	Highest No. Previously Paid For	Present Extra	Rate	Addit. Fee
Total	36	MINUS	36	= 0	x 18 = \$ 0
Indep.	7	MINUS	7	= 0	x 84 = \$ 0
	1st Presentation of Multiple Dep. Claim			x 270 =	\$ 0
				TOTAL	\$ 0

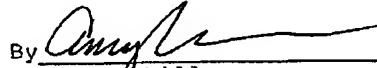
Please charge my Deposit Account No. 09-0447 in the amount of \$ . A duplicate copy of this sheet is enclosed.

The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 09-0447. A duplicate copy of this sheet is enclosed.

Any additional fees required under 37 CFR 1.16 for the presentation of extra claims.

Any patent application processing fees under 37 CFR 1.17.

Respectfully submitted,

By   
 Amy Patillo  
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10/015,266

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al.	: Before the Examiner: Marie C. Ubiles
Serial No.: 10/015,266	: Group Art Unit: 2642
Confirmation Number: 1753	: Intellectual Property Law Department
Filed: 12/12/2001	: International Business Machines Corp.
Title: HOLD QUEUE WAIT ESTIMATES	: 11400 Burnet Road : Austin, Texas 78758

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Marie C. Ubiles on 6/15/2004.

Amy Pattillo

6/15/2004

Signature

Date

**REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111**

Mail Stop Box Non-Fee Amendment (Pats)  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

AUS920010825US1

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PATENT  
10/015,266

**A. INTRODUCTORY COMMENTS**

Applicants appreciate the attempts to set up a telephone conference by Examiner Ubiles. Since Examiner Matar was unavailable for conference in the weeks preceding the filing of this response, Applicants respectfully request that Examiner Ubiles contact applicant if an Examiner's amendment could be made to place the case in a condition for allowance. Furthermore, Applicants respectfully request and will further submit such request for an interview to occur after the filing of this response to discuss placing the case in a condition for allowance.

Responsive to the Office Action of March 16, 2003, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks.

**Amendments to the Specification** begin on page 3.

**Amendments to the Claims** begin on page 4.

**Arguments** begin on page 15.